QueWeb Customer Care System Requirements Guide

Contents

This document is provided as part of the distribution package for the QueWeb Customer Care Enterprise Edition. It should be used as a guideline when preparing the hardware specifications for the QueWeb deployment. The actual hardware environment might be different based on the amount of users, concurrency of connections, network conditions, and overall number of records in the database.

DISK I/O SUBSYSTEM

Queplix recommends selecting a sophisticated disk I/O subsystem since QueWeb can leverage serializing write operations through a non-volatile cache. The non-serialized writes are collected in cache and written serially to disk for maximum throughput. Disk throughput can be further improved through a hardware controlled RAID0+1 configuration. As with all RAID configurations, it is the number of disks, not the amount of disk space that is critical to improving performance.

QUEWEB CLIENT

Description	Windows Requirement
Device type	Laptop or Desktop personal computer
CPU	Minimum 500 MHz Intel-based processor
Memory	Minimum 128 MB RAM, 256 recommended
Disk	Minimum 50 MB free disk space
Network	Minimum 100 KBit/s bandwidth to Web tier
Display	1024x768, 16 bit-color
Browser	IE 5.5 and higher (IE 6 and IE 7) FireFox or Mozilla based browsers 1.0 or higher

WEB SERVER

Description	Windows\Linux Requirement	Solaris Requirement
Device type	Intel-based single CPU server	Sun Netra X1
CPU	933 MHz Intel-compatible	500 MHz UltraSparc II
Memory	512 MB RAM	512 MB RAM
Disk	10 GB free disk space	10 GB free disk space
Network	Minimum 50 KB/s bandwidth to each browser tier; 100 MB/s bandwidth to application tier	Minimum 50 KB/s bandwidth to each browser tier;100 MB/s bandwidth to application tier

For the purpose of this document three environment and load gradations are used:
Small – concurrent user load under 200 (s)
Medium - concurrent user load over 200 and under 1000 (m)
Large - concurrent user load over 1000 (l), minimum requirements specified.

APPLICATION SERVER

Description	Windows\Linux Requirement	Solaris Requirement
Device type	Intel-based single CPU server (s) 1 CPU (m) 2 CPU (l) 4 CPU	(s) Sun Netra X1 (m) 2 CPU Sun V280R (l) 4 CPU Sun V280R
CPU	1.5 GHz Intel-compatible	900 MHz UltraSparc II
Memory	(s) 1 GB RAM per CPU (m, l) 2 GB RAM per CPU	(s) 1 GB RAM per CPU (m, l) 2 GB RAM per CPU
Disk	50 GB free disk space	50 GB free disk space
Network	100 MB/s bandwidth to Web tier; 100 MB/s bandwidth to DB tier	100 MB/s bandwidth to Web tier; 100 MB/s bandwidth to DB tier

DATABASE SERVER

Description	Windows\Linux Requirement	Solaris Requirement
Device type	Intel-based single CPU server (s) 1 CPU (m) 4 CPU (l) 8 CPU	(s) 2 CPU Sun V280R (m) 4 CPU Sun V280R (l) 8 CPU Sun V280R
CPU	1.5 GHz Intel-compatible	900 MHz UltraSparc II
Memory	1 GB RAM per CPU	1 GB RAM per CPU
Disk	(s) 500 MB Cache, RAID0+1 (m) 1 GB Cache, RAID0+1 (l) 2 GB Cache, RAID0+1	(s) 500 MB Cache, RAID0+1 (m) 1 GB Cache, RAID0+1 (l) 2 GB Cache, RAID0+1
Network	100 MB/s bandwidth to application tier	100 MB/s bandwidth to application tier

SOFTWARE

Description	Requirements
Client OS	Windows 2000/XP/2003
Web Server	Orion, Apache, iPlanet, IBM HTTP Server, BEA WebLogic Express
DBMS	Oracle 9i and above, MSSQL 2000 and 2005, Sybase 11, DB2
Application Server	IBM WebSphere Application Server, IronFlare Orion, BEA WebLogic, JBoss, Oracle OC4J
Java	J2SE SDK 1.3 or 1.4, J2EE SDK 1.3

Email (My Queue) Module

Description	Requirements
Client OS	Same as QueWeb client hardware and software requirements
Web Server	Same as Web Server hardware and software requirements
DBMS	Same as Database Server hardware and software requirements
Application Server	Same as Application Server hardware and software requirements
Incoming Email Server	Any server that supports unsecured IMAP4 or POP3 protocols. E.g. MS Exchange or Sendmail
Outgoing Email server	Any server that supports unsecured SMTP protocol. E.g. MS Exchange or Sendmail.
Email Server Authentication	- Incoming Email Server should support plain text authentication. - Outgoing Email Server should be configured not to require user authentication for accepting email message. - Outgoing Email Server should be configured to allow messages relaying for the IP address where Application Server is running on.

Contact Us

Queplix Technical support and Installation Support departments:

Address:
Princeton Overlook
100 Overlook Center, 2nd Floor
Princeton NJ 08540

Tel: (609) 375-2357 in US 8AM to 6PM EDT

or Toll Free: (877) QUEPLIX or 877-783-7549

For support outside USA: (609) 944-8830

www.queplix.com
support.queplix.com